



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2010

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.20	3.70	2.43
B. Operator Answer Time - Information [730.510(a)(1)]	8.97	11.41 *	6.40	8.93
C. Repair Office Answer Time [730.510(b)(1)]	39.00	53.00	84.00 *	58.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	36.00	42.00	61.00 *	46.33
E. Percent of Service Installations [730.540(a)]	96.00%	100.00%	100.00%	98.67%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	75.76% *	90.24% *	93.94% *	86.65% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.80	1.80	1.30	1.63
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	7.00%	4.00%	6.04%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	5.41%	5.06%	4.82%
J. Missed Repair Appointments [730.545(h)]	9	22	8	13
K. Missed Installation Appointments [730.540(d)]	2	0	0	1

Comments

FC Midland



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